

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2006

Program ID/Title: AGS-901/General Administrative Services

Contact Person/Phone No.: Kerry Yoneshige/586-0696

I. Goal

The goal of the General Administrative Services program is to provide efficient and effective executive management of the department, internal management and fiscal services, human resources management services, and to streamline and reengineer work processes through computerization, networking and greater utilization of Internet technology.

II. Objectives and Policies

The major objectives of the General Administrative Services program are to enhance program effectiveness and efficiency by formulating policies, allocating resources, administering operations and personnel, and providing DAGS employees with immediate access to information to support their job functions by supplying e-mail, Internet, departmental knowledge database and computer application systems to enhance their work experience and customer service.

III. Action Plan with Timetable

The General Administrative Services program's action plan is to continue to provide executive, administrative, personnel and information technology services as required to meet the goals and objectives of the department.

A. Past Year Accomplishment

1. Administrative Services Office

- a. Continuously processed encumbrances and payments on a timely basis to ensure the employees are paid on time and that vendors are paid promptly.
- b. Maintained the system of accounts in accordance with the State Accounting System.

- c. Prepared timely financial reports including annual reports to the legislature on the State Educational Facilities Improvement Special Fund.
- d. Compiled and submitted required departmental biennium budget documents for the fiscal years ending in June 30, 2006 and 2007.
- e. Expansion of the purchasing card program which now includes 21 out of the 23 divisions, staff offices, district offices, and attached agencies. Average monthly pCard charges have risen from \$25,100 for the period June 16 through July 15, 2004 to \$209,500 for the period June 16 through July 15, 2005.
- f. Successfully coordinated the Act 51, SLH 2004 transfer to the Department of Education (DOE) by participating in meetings with the subcommittees of the Interagency Working Group; submitting the budget documents to the Legislature; researching and preparing the financial records and list of the non-personnel resource items; identifying and resolving the non-personnel transition issues and problems; and assisting in the development of the Service Level Agreement (SLA) between DAGS and the DOE.

2. Personnel Office

- a. Continuously processed personnel transactions on a timely basis to ensure that employees properly and promptly received compensation, benefits and other employment services; and to ensure that the human resources needs of all of the department's programs were met.
- b. Conducted timely internal, interdepartmental and open competitive recruitment.

- c. Completed 248 position classification actions and 164 recruitment actions, investigated and responded to 19 grievances and complaints.

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3. Systems and Procedures

- a. Designed and implemented an Internet Web based application where designated State employees can submit work order requests for public buildings. When the request is received by Central Services Division, it gets reviewed, validated and automatically passed into the departmental Work Order System.
- b. Designed and initiated a DAGS Intranet Portal in which the neighbor islands can monitor their expenditures by appropriation in an easy to understand format.
- c. Created and implemented one-time interface programs which greatly reduced the amount of time it would take the staff of the Administrative Services Office to transfer all the funds related to Act 51, SLH 2004 from our department to the DOE.

B. Year 1

- 1. Administrative Services Office - Provide continuous administrative support to the department by:
 - a. The timely processing of encumbrances and payments to ensure the employees are paid on time and that vendors are paid promptly to avoid any late vendor payment interest charges. Maintenance of a system of accounts in accordance with the prescribed State Accounting System.
 - b. The preparation and coordination of departmental budgets for the Department of Budget and Finance and the Legislature.

- c. Coordinate the implementation of the Hawaii Electronic Procurement System (HePS), an Internet based on-line procurement system, on a pilot basis in the department.

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2. Personnel Office

- a. Continue to process personnel transactions on a timely basis to meet the needs of employees and programs.
- b. Ensure that the Department continues to comply with all State and Federal employment laws, rules, and regulations; and collective bargaining agreements in the most efficient and effective manner.
- c. Continue to actively participate in the State's civil service reform and other statewide program and policy development efforts to ensure that the department's human resource needs, concerns, and wants are addressed.
- d. Continue to develop new policies, programs, guidelines and training that meet the needs of departmental managers and employees, and help improve relationships and operations both within and outside of the Department.

3. Systems and Procedures Office

- a. Enhance the Work Order System to assist the neighbor island district offices in their goal of meeting the requirements of the SLA with DOE by making improvements in the data capturing to reduce the effort it takes staff to get the data into the system. Create management reports to monitor the progress of the neighbor islands in meeting the SLA. Modify existing reports or create new reports to verify compliance to the SLA.

- b. Develop and implement a Public Works Division Planning System. This system will track requests from user agencies that ask Public Works Division (PWD) to look into the feasibility of a project which user agency is considering prior to requesting for funding.
- c. Develop and implement an Electronic Registration System where consultants and contractors can register with the PWD online via the Internet when requesting plans and

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specifications of a project. If there is an addendum or clarification issued on a project, all consultants and contractors that either picked up or downloaded the plans and specifications will get automatic e-mail notification of the addendum or clarification.

C. Year 2

- 1. Administrative Services Office - Continuation of items a and c in Year 1.
- 2. Personnel Office – Continuation of items a to d in Year 1.
- 3. Systems and Procedures Office
 - a. Convert the Work Order System from traditional green screen interactive computer application to Browser and Web-based computer application to provide accessibility beyond the department.
 - b. Convert the BJ-2A Project Tracking and Project Priority Systems from interactive computer application to Browser and Web based computer application to provide accessibility beyond the department.

D. Year 5

- 1. Administrative Services Office – Continuation of items a and b in Year 1.
- 2. Personnel Office – Continuation of items a to d in Year 1.

3. Systems and Procedures Office

- a. Redesign the Vacation and Sick Leave System to a Web based system and distribute to all of the DAGS divisions, staff and district offices, and attached agencies. This system will be user friendly with graphical user interfaces and browser based. Because it will have a central database, departmental reports can be easily generated for

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the Department of Human Resources or external organizations such as employee unions.

- b. Develop and implement a departmental cost control system that will utilize the office staff and open source software for this project. This system is intended for management to better monitor their expenditures.
- c. Design, configure and implement a departmental data warehouse that will hold data from all the various computer application systems pertaining to DAGS. Management will be able to extract data to support future plans or decisions.
For example, management could query the data warehouse to find out the payroll costs to maintain the Kalanimoku Building on an ongoing basis.

IV. Performance Measures

- A. Customer Satisfaction Measure – An annual written survey/evaluation for agencies affected by each office will be developed and distributed. The results will be evaluated and any area of concern identified by the users will be addressed.
- B. Program Standard Measure
 1. Administrative Services Office – Number and amount of instances of interest paid for late vendor payments as compared to other state departments. Timeliness and accuracy of budget submissions to the Department of Budget and Finance.

2. Personnel Office – Compare total number and types of complaints and grievances filed against the department, against the number of cases where the department was found to be in violation of a law, rule, regulation, or contract. Number and type of policies, programs, guidelines and training developed, implemented, and/or provided.
3. Systems and Procedures Office – Number of user requests completed by the desired completion date. Number of man-hours saved due to implementation or enhancement of computer system.

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Number of DAGS' users with e-mail and Internet access.
Number of hits per month to the departmental intranet site.

C. Cost Effectiveness Measure

1. Administrative Services Office – Reduction of interest on late vendor payments. Continue to monitor funding requirements of DAGS' programs to ensure compliance with appropriation limits.
2. Personnel Office – Compare operations, services, complaints, timetables, staffing, and budget with that of other state department personnel offices.
3. Systems and Procedures Office – Expenditures not exceeding budget amount. Job assignments completed within projections. Greater utilization of electronic routing and filing of documents.